Request for Information / Proposals

Communication Telephone/Voice Mail System

Date Issued: March 19, 2012

Date Due: April 27, 2012 – 5:00 PM

I. Introduction

The city of Auburn California is seeking to replace its current telephone system. While the telephone system is our immediate need any replacement must be capable of integrating desk top work stations and a total IP solution in the near future. Total IP solutions will be considered.

The city is soliciting bids from reputable manufacturers and distributors of communication solutions and telephone systems. Vendors selected from submissions to this request will have the opportunity to make formal presentations on their proposal. It is intended that the vendor finally selected will be our primary source for the following:

- All hardware, software, and telephone sets to be used in our office.
- Installation and configuration services for this equipment.
- Wiring changes and upgrades
- Training of users and administrators.
- Maintenance of purchased and installed equipment and software.
- Upgrades to the installed systems as necessary.

II. RFP Instructions

A. Completing the RFI/RFP

Each question requires a written response. If you would like to attach documentation to support your answers, please do so. However, the summary answers should stand on their own. The quality of the response to the RFI/RFP will be viewed as an example of the vendor's capabilities.

The RFI/RFP asks questions and makes statements about functionality, approach, and pricing. If you require any clarification, provide the questions via e-mail **ONLY** to Andy Heath (aheath@auburn.ca.gov), and Rich Owens (rmowens@foothill.net) no later than April 4, 2011 at 5:00 PM. Answers to all questions will be provided in an addendum to the RFI/RFP, which will be made available on the City's website on April 11, 2011.

Please also provide product descriptions and brochures for the proposed telephone system, including server PC hardware, software, telephone sets, attendant consoles, and other related equipment.

Only existing telephone systems will be considered. Systems under development, in planning, or at beta test will not be considered. However, vendors can include additional information about future developments or plans under separate attachment. Any features, discussion, reference to or implied usage of future release products or features must be clearly stated as a future release product or feature. Any features, discussion, reference to or implied usage of optional (not included) features or products must be clearly stated as an optional (not-included) feature or product. Any features, products or capabilities that require additional hardware or software beyond the base communications server provided must clearly state what additional hardware, software, brand, type and/or company supplies such items and the implications on warranty and maintenance support by the providing company.

B. Format, Due Date

Proposals are due no later than April 27, 2011 at 5:00 PM, Pacific Daylight Time. Proposals received after the deadline will not be considered. Submit two hard copies and one emailed copy of the responses to:

Andy Heath
Administrative Services Director
City of Auburn
1225 Lincoln Way
Auburn CA. 95603

aheath@auburn.ca.gov

All submitted proposals will be considered the property of the city of Auburn.

All proposals should include copies of product descriptions for the proposed equipment.

This request for Information/Proposal was sent to you via email or hard copy through the mail. Two (2) copies of your completed proposal should be submitted on hard copy, and also e-mailed as an RTF Word compatible document.

Name one person to be the coordinator for your RFP response and for any clarification activities, which might be necessary.

Contact Name:
Company:
Title:
Address:
Phone:
E-mail

C. Contract

The proposal should include a contract for all proposed equipment and services. If you as the vendor do not wish to submit an actual contract with the proposal, due to different alternatives proposed and pending choices from those alternatives, a sample contract should be submitted with the proposal.

D. Confidentiality

All material submitted by the city of Auburn must be treated as confidential and cannot be used for any other purpose than the response to this RFI/RFP. Information submitted by any vendor will be considered confidential to the city of Auburn and will not be used for any other purpose than evaluating vendor responses.

E. Selection Process

A number of factors will influence Auburn's decision in selecting the product and the vendor providing it. In addition to cost considerations, proposals will be evaluated on the basis of the following factors:

1. Functionality of standard equipment and features to meet our specific needs.
2. Availability of additional optional capabilities to add as needed
3. System growth and expansion
4. Security of the system
5. Environmental issues
6. Ease of use
7. Ease of System administration
8. Product quality, reliability, and warranty plan
9. A credible commitment by the vendor to the product and to ongoing enhancement of both feature capabilities and service
10. Vendor qualification including:
    - Overall experience and reputation in the industry
    - Experience with the proposed system
    - Service and support resources, including training of vendor installation and maintenance personnel

- Verifiable quality of service provided by vendor to area customers

Please note that the city of Auburn will select the vendor based upon the best overall solution and value, and is not obligated to select the lowest price bidder.

F. Disclaimer

This RFI/RFP does not commit the city of Auburn to any specific course of action. Auburn reserves the right to not select any vendor or purchase any goods and services resulting from this RFI/RFP.

G. RFI/RFP Timeline

Issue RFI/RFP	March 19, 2012
RFI/RFP Reponses Due	April 27, 2012, 5:00 PM PDT
Selected Vendor Demonstrations	Mid-May 2012
Selected Vendor Notified	June 22, 2012
Begin System Implementation	July 2012

III. Vendor Background

A. Company Information

1. List your company's legal name, address, and telephone number. Include parent company information if applicable.

2. How long has your company been in business?

3. How long has your company or division been providing business telephone systems, PCs, software support, and related equipment?

4. Indicate whether your company is the manufacturer or the distributor of the proposed equipment. If your company is a distributor of the product, describe the terms of your agreement with the manufacturer, the manufacturer's level of support, and what contingencies they have in place should your company fail to continue to support the product for any reason.

5. If your company is a distributor or integrator of the proposed product, is your company authorized by the manufacturer to do so and how long has your company been authorized?

6. How many employees do you have?

7. How many technicians are certified on the proposed equipment?

8. When were the communication telephone systems you are proposing first installed at customer sites?

B. References

Provide a minimum of 3 references for customers with operations similar to ours that use the equipment being proposed. Include contact names, telephone numbers, and addresses.

IV. Communication Telephone System Requirements

A. Overall System Architecture

1. IP Compatible

The system must be IP ready, meaning it may be equipped with interfaces to provide IP telephone sets with their own IP addresses. Describe briefly here the attributes of the proposed system as it relates to this. Also state clearly the number of stations and trunks that can be on the system at one time as proposed.

2. Internet Ready

The system must be Internet ready, making it easy for users to access the Internet through the communication server system. Describe the attributes of the proposed system as it relates to this in relation to user access, administrator access and any other internet accessible features.

3. System Explanation

Describe the overall architecture of your system in relation to the requested features.

B. General Requirements

1. Environmental Considerations

This system should run on standard 110VAC power and not require any different environmental considerations that are not available in a standard office environment.

The footprint of your solution will be a consideration.

2. UL and FCC

Please verify that the proposed system conforms to all UL and FCC requirements.

3. North American Transmission Standards

The proposed system must have complete compliance with the North American Numbering Plan standards.

4. Manufacturer's Support

All hardware and software must be the current offering provided by the manufacturer, and that which receives the highest level of support available from the manufacturer. State whether the proposed system is the latest available version of both hardware and software and if not, explain what is being proposed and why.

C. Capacity and Expansion Requirements

1. System Capacity and Expansion

The proposed system must be able to accommodate at least 125 stations with a growth factor of 10 to 15 percent within the next 2 years without requiring an expansion. List your quantities equal to or in excess of the specifications on the proposed configuration and the maximum capacity with any caveats on what it would take to reach the maximum capacity. The capacity of the system should be obtained only by adding cards/blades within the proposed chassis and without replacing or upgrading any proposed hardware.

System administration must be able to be accomplished from a Windows PC or Work Station.

List all other software licenses required to meet the specifications of this bid and all options.

UPS or battery backup, ½ hour minimum.

Voice mail is required for all users as well as additional mail boxes for off-site personnel.

2. Software Upgrades

The proposed system must be kept up to date with periodic software upgrades providing new features and keeping the system a "state-of-the-art" design. Describe your proposed software upgrade capabilities in terms of frequency of new version releases, cost, how implemented, reprogramming and retraining requirements, etc.

D. Multiple System Network Connection

1. Networking of Multiple Systems

Can the proposed telephone system be capable of networking multiple similar communication systems together to work as one large system, both for the purpose of expanding capacity in one location, and to serve multiple locations with transparent operation?

E. System Power and Backup

1. Power Consumption

What AC voltage is required to run the system? What amp circuit is required? Does it require a dedicated circuit?

2. Power Surge Protection and UPS Backup

Is the proposed telephone platform equipped with an Uninterruptible Power Supply (UPS) with fully isolated power conditioner or auxiliary power source that prevents damage to the system as a result of a power surge due to lightning or other voltage spikes? If an AC power outage occurred, how long would the telephone system server continue to operate? Does the system immediately switch over from AC to auxiliary or UPS-provided power, or does the system have to be restarted? What happens to the calls in progress during a loss of AC power and switchover to UPS?

3. Power Failure Transfer

Does the proposed communication server system have a power failure transfer capability to switch CO lines to standard analog telephones if AC power fails and auxiliary power is not available? Describe what equipment is required, if any, to accomplish power failure transfer. Is the transfer immediate after a loss of power, or is a manual transfer procedure required? Does the communication server automatically restart when power is restored? If not, what is required?

4. Redundancy

Describe the proposed system's redundant processing capabilities. What additional equipment is required?

F. User Interface

1. Telephone User Interface (TUI)

The proposed system must provide a telephone user interface that makes features easy to use. Describe the telephone feature use attributes of the proposed system. Explain the differences between the high end phone sets, low end phone sets and if a simple analog phone set were attached to the system

2. PC User Interface

Does the proposed system provide a Graphical User Interface (GUI) that makes call control and features easy to use from user workstation PCs. Describe the GUI feature use attributes of the proposed system. What additional software or equipment is required to use this capability? What

system features that can be accessed by the phone that are not available via the GUI interface. (conference calling, transfers, voice mail playback, etc.?)

3. Remote PC User Access via Internet

Does the proposed system have the capability to provide GUI call control and feature use to remote users as well as local users. Describe the GUI feature use attributes of the proposed system that are available to remote users.

G. System Administration

1. Maintenance Administration

Describe how maintenance administration is accomplished both by your service technician and our system administrator. Can live system programming be done? Is there any service interruption during upgrades or maintenance? Can a full and complete backup of all voice and data can be done on a live system?

2. Remote Maintenance

Can both programming and troubleshooting be performed remotely? Is password protection available for security access to the remote administration interface? Is this a standard or optional capability? What additional software or equipment is required?

H. Trunk Interfaces

1. Digital Trunk T1 Interface

Can the proposed system support T1 interface? What software or equipment is required? How many T1 interfaces and trunks will the system support in relation to the maximum trunk capacity?

2. Digital Trunk ISDN Primary Rate Interface

Can the proposed system support ISDN Primary Rate Interface?

3. Analog Trunk Interface

Can the proposed system support standard analog loop start trunk lines?

4. DID Interface

Does the proposed system support Direct Inward Dialing? Are DID trunks available on an analog interface as well as the proposed system's digital T1 interface?

5. Voice Over Internet Protocol (VoIP) Trunk Interface

Does the proposed system support simultaneous voice and data transmission over the same IP network? What additional software or equipment is required to support VoIP? Is it part of the communication server or an external adjunct system? What non-proprietary communication standards does the VoIP interface support?

I. Station Interfaces

1. Analog Telephone Interface

Are standard analog telephones supported? Are analog telephones connected to the communication server via standard one-pair telephone cabling?

2. Digital Telephone Interface

Are digital telephones supported? Are the digital telephones connected by the same standard 2-wire cable as analog telephones? How far can a digital station be placed from the CPU?

3. IP Telephone Interface

What standards does the proposed system support via the IP telephone interface? Do remote IP telephone users have access to the same TUI and GUI features as local telephone users?

4. Softphone Interface

Does the proposed VoIP component support any non-proprietary softphones.

J. Telephone Equipment

1. Analog Telephones

Requirements:
Caller ID, Call Waiting ID, Message waiting lights, 4-6 feature buttons that are soft programmable, POTS interface. Describe the analog telephones that can be used with the proposed system and detail the system features that can or cannot be accessed via a standard analog (POTS) phone. Can the system proposed support standard POTS wireless phone sets?

2. Executive Display Speaker Phones and Accessories

Describe the different type of display telephones available with the proposed system. Identify what features they support including CID, call waiting CID, conference calling, etc. Include accessories that can be used in conjunction with these telephones including built in headset jacks, data ports, etc.

3. Low End phones for lobby, wall mount and other areas.

These phones required minimal access to system features other than CID, call waiting CID, transfer and park capabilities.

4. IP Telephones

Please describe the feature sets, system accessibility and the open communications standards supported by these phones.

V. Communication Server Telephone System Features

A. PBX Telephony Features

1. Account Codes

Describe the use of account codes on a voluntary, forced, and forced & verified basis for the proposed system.

2. Automatic Number Identification (ANI)

Does the proposed system support Automatic Number Identification, to display the caller's telephone number on the telephone LCD? Can ANI digits be received simultaneously with Dialed Number Identification Service (DNIS) called number digits? Does the system capture call history for both abandoned (unanswered) and answered calls for later viewing or speed dialing?

3. Auto Attendant

Does the proposed system support an auto attendant? How many levels of menu choices are supported? Can auto attendant greetings and choices automatically change during non-business hours, holidays, etc.?

4. Caller Identification

Can the proposed system interface with Caller ID offered from the local operating company. Does Caller ID display name, number, or both? Does the system capture call history for both abandoned (unanswered) and answered calls for later viewing or speed dialing? If a second call rings while on the first call, can the Caller ID display the second call information? On transferring between stations is the Caller ID forwarded?

5. Call Screening

Can the proposed system provide call screening functions, using Caller ID or PIN input? Can the system automatically ask the caller for their name to play back to the answering party to allow call screening? Can the caller name screening select which calls to screen based on no CID or the contact not being listed in the contact database?

6. Call Waiting

Can the proposed system provide call waiting notification of a second call ringing at a busy telephone? What methods of multiple call handling does the user have?

Requirements: The user must be able to place important secondary calls on hold without any break on the primary call via the telephone or GUI. They must be able to route the waiting call to any other user or voice mail box as needed without interruption of the primary call.

7. Call Recording

Can the proposed system record telephone calls on an on-demand basis? On an automated basis? How are they stored in the system? How can recorded calls be accessed and reviewed? In what format is the recording exported?

Requirements: Calls can be recorded on demand by users with administrator's permission, calls can be recorded by automatic statistical methods for quality control and 100% of all calls to a user or ACD can be recorded. The recordings must be capable of being redirected to a third party mail box or email address. Call recordings must be automatically archived to a digital offline storage device such as a DVD or CD ROM burner. All file formats of any recordings must be in Microsoft .WAV format or other file format that is generally supported on Windows systems.

8. Call Logging

Can the proposed system keep a list of all calls made and received? Is the call log accessible by individual users as well as the system administrator?

Requirements: Call logs must be user accessible for that user's logs or admin accessible for the system logs.

9. Customized Call Handling

Does the proposed system enable each individual user to set the parameters of how their calls are routed based upon who is calling, or by time of day? Can the system play custom greetings the user establishes for each of these actions?

10. Dialed Number Identification Service (DNIS)

Does the proposed system support DNIS?

11. Music On Hold

What type of music interface is provided or available with the proposed system? Is additional equipment required? How many music source interfaces are supported on the proposed system?

12. Call Forward

Describe the call forward modes and capabilities available. Can calls be forwarded to a succession of destinations via a call routing list? Can calls be forwarded externally? Can the call forward external destination be changed remotely by the user when out of the office? What features are typically not available to an external person using only a cell phone for their station?

13. Call Pickup

Can a station pick up calls ringing at other stations? Can a station pick up calls ringing at other stations when the station number is unknown? How many station pickup groups are available? How many CO line pickup groups are available? Is a station capable of picking up calls from hold, park, and the paging system?

14. Call Coverage Groups

Describe the call coverage capabilities available. Can coverage groups be established to route and answer calls? Can a station be in more than one group simultaneously? How many call coverage groups can be defined within the proposed system? Can any group member easily answer calls at other telephones in the group? Can users have the ability to create their own groups without administrator rights or assistance?

15. Camp on

Can a user camp on a busy line?

16. Station Hunting

Describe the station hunting capabilities available with the proposed system.

17. Call Transfer Options

Can calls be transferred either immediately, without waiting for the destination party to answer, or after announcing the call to the answering party? Will the transferred call following the receiving station's forwarding? Will a transferred call recall to the transferring station if the

destination does not answer within a programmable amount of time, or forwarding does not cause the call to reach a destination that answers?

18. CO Line/Trunk Groups

How many CO line or trunk groups are supported on the proposed system.

19. Conference

How many parties can be on a conference? How many simultaneous conferences can occur? Can joined parties continue in the conference after the originating station has hung up? How are additional parties added to a conference after the conference has been established – can a party who has called in join, or must an outbound call be placed to add additional parties?

20. Conference bridging

Does the proposed solution support conference bridges (where an access code can be distributed to multiple parties, who can call in at a designated time and join the conference)? What additional equipment is needed for this feature? How many parties can join a conference bridge?

21. Conference Management

Does the proposed solution allow conference resources to be scheduled and pre-setup for an automatically created conference call?

22. Disconnect Supervision

What type of disconnect supervision does the proposed system provide, if a holding caller hangs up? What type of calls does it work with? Is it programmable by CO line?

23. Distinctive Ringing

Can station ringing be different for incoming line calls and internal calls? State the number of different station ring settings available with the system. Is the ring setting programmable by the user or system administrator or both? Can there be different ring tones for different users in the same office?

24. Ringing Line Preference

Can a telephone be programmed to answer the ringing line by simply depressing the speaker button or lifting the handset? Is it programmable by station?

25. On-hook Dialing with Hot Dial pad

Is the station user able to dial and monitor an external number before having to lift the handset? Is this feature available on all digital telephone models or only on speakerphones? Do the proposed executive display telephones have a hot dial pad, meaning that it is not necessary for the station user to press an intercom or outside line button first to begin on-hook dialing?

26. Flexible Station Status

Can individual users set their station status according to various conditions like "Do Not Disturb," "Out of Office," etc. Are they user definable? Can station status be set to ring certain types of calls and forward others?

27. Enhanced 911 (E911) Operation

Does the proposed system support Enhanced 911 operation to provide locator information to public safety 911 agencies? How does this work? What additional equipment is required?

28. Flexible Button Assignment

Discuss how features are assigned to programmable buttons at the station. Can most, if not all, features be assigned under feature buttons? Can individual station users program their own feature buttons on their telephone?

29. LED Indicators

Describe all the different LED indications available from the proposed telephones.

30. Headset Compatible and Volume Control

Are the proposed telephone sets capable of connecting a headset? Is there volume control for both the handset and speakerphone? What additional equipment or interface is required?

31. Multiple Language Choices

Does the telephone's LCD feature prompting or the speaker's verbal feature prompting support language choices? Which languages are supported? Can languages be customized to any language of the user's choice?

32. Automatic Route Selection (ARS)

Does the proposed system provide automatic routing services.

33. Message Waiting Indicator

Can a message waiting light be set on both digital and standard analog stations on the proposed system? How does the station user retrieve a voice message? If a message waiting light cannot be set on a standard analog telephone, is stutter dial tone supported? Is email and/or pager notification supported to alert the user while away from their telephone?

Requirements: All phones are to have visible, lit message waiting indicators, including POTS phones.

34. Business Hours Service

Indicate the number of day and night modes available. State the differences between day and night ringing and answering. Can system switching between day and night modes be programmed for automatic activation by time of day and day of week?

35. Paging

Is paging available on the system?

36. Call Park

Is call park available on the system?

37. Redial Capabilities

Can the proposed telephone store the last number the user dialed, and allow the user to redial the number by pressing a key? Can the proposed telephone store the telephone number of the last caller, and allow the user to dial the number by pressing a key? Can the proposed system callback the number the caller left in a voice message?

38. Toll Restriction

Describe the toll restriction capabilities available with the proposed system.

39. Outgoing Call Restriction

Can selected stations on the proposed system be restricted from making any outgoing calls.

40. Dial Plan

Describe your system's dial plan structure. Will it allow calls to be routed according to area code to different trunks to take advantage of lower long distance cost? Will it allow automatic routing of calls via IP trunks to remote offices outside lines to avoid toll charges?

41. Dial Plan Configuration

Describe the tools used to administer and adjust the system's dial plan configuration.

B. Automated Attendant Features

1. System Integration

Requirements: Automated Attendant features must be an integrated built-in part of the basic telephone system without requiring a separate server or external system to run the auto attendant application.

2. Automated Attendant Functionality

Does the auto attendant provide multi-level menus to make it easy for users to navigate through it? Can the automated attendant automatically change greetings and route calls by time of day, day of week, and holidays? Is it totally accessible via a Windows interface?

C. Voice Mail Features

1. System Integration

Requirements: Voice mail features must be an integrated built-in part of the basic telephone system without requiring a separate server or external system to run the voice mail application. Describe how voice mail is either part of the standard telephone system or can optionally be added to it. Describe what additional, if any, software or other components are required to add voice mail features. What equipment, software and licensing is needed to expand voice mail/recording space?

2. Capacity Expansion

Based upon your proposal and the information provided what would be the standard capacities for the following:

Capacity Criteria | Minimum Capacity
Number of ports |
Number of mailboxes |
Length of message |
Amount of online message storage (with recordings) |

3. Security Features

Describe the security features.

4. Call Screening

Can the ringing call be sent directly to voice mail if you don't want to talk to the caller? Can callers leaving voicemail be monitored silently and pulled back out of voicemail?

5. Callback

Does the proposed system support the ability to callback the number the caller left in a voice message based upon their Caller ID? How does this work? Does this feature also work with messages forwarded from another user? Does the system support reverse lookup to the internet for calls in voicemail?

6. Distribution Lists

Does the proposed system support group distribution lists for sending messages to groups of users? Can all users in the system appear in one distribution list to be used as a system-wide broadcast list? Is there any limit to the number of mailboxes that can be included in a distribution list?

7. Forwarding Messages

Does the proposed system enable the subscriber to forward a message with or without comments to another subscriber or group of subscribers? Can the message be re-forwarded by other subscribers upon their receipt? Will all the introductory remarks attached to the message be retained?

8. Greetings

How many different greetings are available with the proposed voice mail? Can the greetings be affected by time of day, day of week, holiday, and emergency? Can the greetings change automatically or must they be manually activated?

9. Message Playback Order and Priority

What order are messages played when retrieving messages from a user mailbox? Can this be changed or selected between oldest first or newest first? Does playback order distinguish new messages from saved messages? Can messages be market urgent for priority order?

10. Message Playback Privacy

Can messages be market private, so they cannot be forwarded or shared by others?

11. Message Playback by Telephone

Describe the message playback commands available from the telephone. Can the user replay, skip, pause, etc. during messages? Is there an undelete function?

12. Message Playback on-Screen Control

Describe the message playback commands available from the Graphical User Interface (GUI) at the user workstation PCs. Can the subscriber use the same message playback commands available from the telephone? What additional message playback functions are available from the GUI?

13. Message Bookmarks

Can the proposed system segment a portion of a voice message to be saved by the use of "bookmarks"?

14. Message Purging

Describe the system's procedure for purging deleted messages. When does purging occur? Is it automatic, manual, both? Is the purge timing controllable by the system administrator?

15. Message Delete and Undelete

After a message has been deleted, is there an undelete function?

16. Message Date, Time and Caller ID

Does the proposed system play the time, date and Caller ID of messages?

17. Message Length Control

Can the system administrator control the length of incoming messages in an effort to manage hard disk space usage? On a station by station basis? Is it user settable?

18. Message Waiting Indication

Can a message waiting light be set on both digital and standard analog stations on the proposed system when a voice mail message is received? If a message waiting light cannot be set on a standard analog telephone, is stutter dial tone supported? Does the GUI provide a visual or tone indication of a message?

19. Pager and Email Notification

Can the proposed system notify users by calling their pager and/or emailing them when they have a new voice mail message? Do you have any exceptions or enhancements to the requirements of this feature? Describe in detail your systems paging and emailing capabilities including persistent paging.

VI. Pricing

A. Equipment & Installation

Provide full equipment and software listing with component pricing. If applicable, attach a copy of an Auto-Quote. Break out pre-cutover and post-cutover pricing. Break out installation costs as required.

Break out separate pricing for any significant options, telephone sets, etc. Break out the VoIP features as a separate cost. Break out training and labor as separate costs.

B. Leasing

Provide leasing costs for a 5 year term. Do not include maintenance costs. Please provide both $1 buy-out and Fair Market Value options.

C. Training

Include training for the following groups:

1. Administrator training for doing moves, adds and changes of users, queues, workgroups. When finished, the administrator must be capable of adding, changing or removing users, queues and workgroups and their associated functions, running standard reports, exporting call logs in to Excel and setting up and managing of persistent paging groups. This training will be for one full time administrator and two backup administrators.

2. End user training will be required for the end users to be able to take and make calls from the phone sets provided in addition to take or make calls using the GUI interface. They will be trained on setting up their personal settings, call screening, personalized greetings, simple call rule setup, forwarding of calls using find me features, managing their voice mail, recordings and other features that are available to them. They will be trained on creating and making conference calls using both the phone and the GUI.

Final pricing should include pre- and post-cutover training costs.

VII. Installation Service and Maintenance

1. Explain in detail the installation and warranty coverage, and time period of the warranty.

2. After the warranty period, what does your company offer in regards to service arrangements?

3. What are your standard maintenance hours? What are your optional plans, if any? Cost?

4. Does cabling provided under a separate contract (through your company or another) effect maintenance or warranty plans and costs? If so, how?

5. Break down service costs as follows:

   - Per call basis (Service Call without Maintenance Agreement)
   - Per call basis (Moves, Add, or Changes without Maintenance Agreement)
   - Annual Maintenance Agreement (quote should be for the year immediately following expiration of warranty)

6. Is your maintenance rate based upon a per port charge, a device charge, or a combination of the two? If not solely per port, list each item and its monthly charge.

7. If the long-term service agreements are subject to price increases, please state the basis on which these increases can be made.

8. Explain in detail how additional equipment added to the basic system will increase service costs.

9. How often would service rates be adjusted due to additions to the system?

10. Is preventive maintenance included during the warranty period and while the system is under a maintenance agreement?

    - How often is preventive maintenance performed?
    - What, specifically, is performed during each preventive maintenance session?

11. Does your company offer a software maintenance plan which assures the user will have the most current version of system features installed?

12. What are your response times during and after the warranty period? Any differences? Explain.

13. Service Calls — What are your response times for:

- Complete system failure (define a system failure)
- Major service malfunction (define a major failure)
- Minor service malfunction (define a minor failure)
- Station outages (define a station outage)

14. Explain in detail your service capabilities on:

- A major problem. (as defined above)
- A minor problem. (as defined above)

15. Is service available 24 hours a day, 7 days per week?

16. What is your guaranteed response time for Move and Change activity? Define exceptions, if any.

17. Where is your local installation/maintenance office located?

18. How many installation/maintenance personnel do you have located within the local area that are factory authorized to work on the system(s)?

19. Do you stock adequate spare parts to meet your service agreement commitments? Explain.